

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH

RSA UNION BUILDING
100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
www.mh.alabama.gov

August 11, 2020

RFP #2021-10

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals to provide **online training and technical assistance** for the development of provider staff services. Request for Proposals (RFP) will be accepted until **12:00 pm on Monday, September 14, 2020**.

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent. When submitting a proposal, please read the entire RFP document and return your proposal in the requested format. All proposals should be submitted in ink or typed and contain an original signature.

Submissions should be delivered to:

AL Department of Mental Health
Office of Contracts & Purchasing
100 North Union Street, Suite 570
Montgomery, AL 36104

MAILING NOTE: Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must **physically** be received at the listed office by the date and time specified regardless of the delivery service used. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

Sincerely,

Cedric Harrison

Cedric Harrison, Purchasing Director
Office of Contracts & Purchasing

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Time & Date: **Monday, September 14, 2020 at 12:00 pm**
Review the mailing note.

RFP Contact Info: Leola Rogers
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440
Email: leola.rogers@mh.alabama.gov

MAILING NOTE:

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must **physically** be received at the listed office by the date and time specified regardless of the delivery service used. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

ADDITIONAL INFORMATION

1. Who **may** respond to this RFP? Eligible entities may include governmental agencies, non-governmental public or private organizations and individuals who: 1) are legally authorized to conduct business within the State of Alabama; 2) possess a high degree of professional knowledge, skill and experience in the area of service described in this document to include: five (5) years of experience in the development and implementation of workforce training and learning systems for human service professionals; 3) possess the skills and infrastructure needed to perform the services described in this RFP; and, 4) meet the terms and conditions of the RFP. In addition, applicants must demonstrate the ability to manage Department funds in accordance with Federal and State regulations and guidelines.
2. Who **may not** respond to this RFP? Employees of ADMH, current state employees, and vendors who do not meet the requirements outlined in 1. above.
3. In order to transact business in the State of Alabama all businesses **domestic** and **foreign** must be registered with the Alabama Secretary of State Office. (**Domestic** means within the State of Alabama. **Foreign** means out-of-state.) **Website:** www.sos.alabama.gov
4. If contracted with the State of Alabama, all vendors must enroll **and** actively participate in E-Verify. **Website:** <https://www.e-verify.gov/>

5. All vendors must register with STAARS Vendor Self Service.

Website: <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>

6. The Department of Mental Health reserves the right to reject any and all proposals if RFP instructions are not adhered to, such as: received after deadline (see mailing note), requested # of submissions not received.

Mission

Serve • Empower • Support

Vision

Promoting the health and well-being of Alabamians with mental illnesses, developmental disabilities and substance use disorders.

Values

Core values are the basis on which the members of Alabama Department of Mental Health staff make decisions, plan strategy, and interact with each other and those we serve.

- Honesty
- Respect
- Selflessness
- Communication
- Dedication
- Integrity
- Collaboration

The Alabama Department of Mental Health (ADMH), Division of Developmental Disabilities (DDD) is soliciting proposals for coordination of online training and technical assistance.

SECTION I

A. VENDOR QUALIFICATIONS:

Vendor Minimum Qualifications:

1. Vendor shall have five (5) years or more experience with development and implementation of workforce training and learning systems for human service professionals.
2. Vendor shall possess the skills and infrastructure needed to perform the services described in this RFP.
3. Vendor shall have a proven track record of work that aligns with the scope of work for this RFP.

B. SCOPE OF WORK

The scope of work covered by this RFP shall include:

(1) providing online, competency-based professional development training for 1,000 users who are direct support professionals (DSPs) for Home and Community-Based Services waiver programs serving individuals with intellectual disabilities (ID) and/or these DSPs' direct line supervisors:

A. Online provider training must include but are not limited to:

- a. Overview of intellectual disabilities
- b. Brief history of treatment of people with intellectual/developmental disabilities covering evolution from institutions from community living and greater expectations that people with intellectual/developmental disabilities are treated with respect and afford the same rights and opportunities as people without disabilities paragraph
- c. Overview of American with Disabilities Act findings, purpose, history, and importance of respecting the rights of people served
- d. Philosophy of Self-Determination and supporting Self-Determination as a direct support professional
- e. Person-Centered supports – understanding the difference between person-centered supports and system-centered supports
- f. Keys to provide effective and respectful direct support services including understanding of Social Role Valorization
- g. Teaching to maximize independence basics of task analysis and best practices for assisting individuals with intellectual disabilities to learn/master new skills
- h. Positive behavior support and managing threatening confrontations (aggressive behavior) at home, workplaces and in the community
- i. Understanding, recognizing, and preventing abuse neglect maltreatment and exploitation
- j. Reportable events (critical incident) identification and reporting
- k. Infection Control
- l. Medication side effects; recognizing signs and symptoms of illness
- m. Emergency preparedness
- n. Training on principles and practices of person-centered planning.

- B. Modules should utilize auditory and visual learning techniques along with the integration of multimedia content and modalities, emphasizing principles of competency-based education throughout and competency-based standards utilized to confer successful completion.

- C. Approach shall incorporate strategies to enhance learner completion rate.
- D. Online learning platform should allow for storage and retrieval of learner completion information as well as the upload of CPR and First Aid Training Certificates obtained from other sources for learners registered on the platform.
- E. Online learning platform should include a 'Help Desk' resource for learners registered in the platform.

(2) Development of customized and/or additional training content that may be identified during the contract period and/or which may be specifically defined in the response to this RFP.

(3) Provision of technical assistance in-person and via phone, email, or videoconferencing to ADMH/DDD personnel overseeing providers of services whose DSPs and DSP supervisors will be accessing and utilizing the training platform.

SECTION II

A. Proposal Content

Instructions must be followed or responses will not be graded.

Each proposal is to contain specific responses to each of the following requests and respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. Submit the response to each item with the item reproduced at the top of the page(s) of the response.

1. Submit a cover letter summarizing your proposal. Limit the cover letter to no more than one page.
2. Attach the Vendor Contact Page.
3. A Table of Contents of the submitted information.
4. Attach vendor information to include:
 - a. Documentation of vendor's current qualifications including how the vendor meets the minimum qualifications described in this RFP.
5. Details on the leadership of the vendor including, as applicable, the board of directors, owners, and operational leadership team.
 - a. Attach resumes of key staff.
6. Description of the vendor's financial position
 - a. Attach most recently completed audited financial statements).
 - b. Vendors experience managing state and/or federal funds.
7. Description of knowledge and previous experience relevant to the Scope of Work described in this RFP.
8. Include vendor satisfaction surveys and/or letters of recommendation from current and/or former clients.
9. Detailed plan for completing the Scope of Work defined in this RFP, including timelines broken out by fiscal year.
10. Budget proposal (FY 2021-FY2026 - October 1, 2020 to September 30, 2026)
11. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
12. Submit one (1) signed original, four (4) copies of your entire proposal, and one (1) electronic copy on a USB Flash Drive.
13. Clearly print on the outside of the envelope **RFP 2021-10 DD Online Training & TA.**

Your entire proposal must be received at the following address no later than **12:00 pm on Monday, September 14, 2020. Please review the mailing note.** All proposals received after the deadline will be deemed untimely and will not be reviewed. Emailed or faxed responses are not accepted.

Submit RFP Responses To:

AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building
100 N. Union Street, Suite 570
Montgomery, AL 36104

The Department of Mental Health assumes no responsibility for expenses incurred in the preparation of the proposal and reserves the right to reject any and all proposals. Additionally, ADMH reserves the right to waive irregularities in any proposals and request clarification of any information and negotiate with proposal submitters to secure more favorable conditions.

B. Evaluation Process

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection on or before October 30, 2020.

C. Selection Criteria

Selection shall be based on factors to be developed by the procuring state entity, which shall include, but not be limited to, the following:

1. Vendor qualifications;
2. Vendor experience;
3. Relevant expertise, capabilities, technical competence, and/or any experience, training or qualifications that the vendors staff have relevant to the scope of work;
4. Quality and efficacy of proposed plan for completing the Scope of Work.

D. Evaluation Criteria

Proposals will be evaluated based on their responsiveness to the items contained in the content section of this Request for Proposal. It is expected that the review committee will rate responses according to the following ways:

1. Vendor's minimum qualifications and experience	20%
2. Vendor's knowledge and understanding of the services to be provided, capabilities, technical competence, and/or any experience, training or qualifications that the vendor and/or vendor's staff Quality and efficacy of proposed plan for completing the Scope of Work.	20%
3. Vendor's recommendations, satisfaction surveys, awards, and accolades.	10%
4. Quality and efficacy of proposed plan for completing the Scope of Work	50%
Total	100

SECTION III

DATES and DEADLINES

RFP 2021-10 DATES and DEADLINES

Date	Item	Methods
August 11, 2020	RFP Release	USPS, ADMH Website, and STAARs website
August 25, 2020 by 12:00 pm CST	Deadline to submit RFP questions or requests for clarification	Email to leola.rogers@mh.alabama.gov
August 31, 2020	RFP Q&A to be posted for review	ADMH website www.mh.alabama.gov
September 14, 2020 12:00 pm	RFP Submissions: one (1) signed original, four (4) copies, and one (1) electronic copy on a USB Flash Drive.	USPS or FedEx or UPS (Review mailing note)
September 14, 2020 12:00 pm	RFP Closing Date	USPS or FedEx or UPS (Review mailing note)
October 20, 2020 Approximately	Notification of selection status	USPS (In writing)
Submit RFP Responses To: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union Street, Suite 570 Montgomery, AL 36104		

CONTACT PAGE

RFP 2021-10 DD Training & TA

Legal Name: _____

Address: _____

Agency Contact: _____ Phone: _____

NOTE: Attach this page after the cover letter.